

March 31, 2018

We pay for television service to be delivered to our home by means of cable and until February 2, 2018, this was provided to our satisfaction by Spectrum. On that date, without warning, we were deprived two of the channels we watch on a regular basis, CBS and NBC. The cost of the service has not decreased in any way despite the fact we no longer have access to these channels via the cable for which we pay. We have resorted to purchasing an antenna and a receiver capable of the needed frequencies. The monetary value of these items is only in the area of \$100, but the frustration costs are much greater. To add insult to injury, Spectrum increased our monthly charge just before they cut these channels!

A handwritten signature in cursive script, reading "Robert Erickson". The signature is written in dark ink and is positioned above the printed name and address.

Robert Erickson

Yuma, AZ 85367